



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Update
Formal Review

Date Submitted _____

SECTION I - Identification

Working Title:
Payroll/Benefit Specialist

Department:
Montana Department of Transportation

Job Code Number: 131735

Division & Bureau:
Administration; Fiscal Operations

Job Code Title:
Payroll/Benefit Specialist

Section & Unit:
Payroll Section

Pay Band: 5

Work Address:
2701 Prospect Ave
Helena, MT 59620

Position Number: 20041/21012

Phone:

☐ FLSA Exempt ☒ FLSA Non-Exempt

☐ Non-Union ☒ MPEA ☐ Blue Collar

Profile Completed By:
Lisa Hurley, Payroll Supervisor
Christy Stapley, Human Resources

Work Phone:
444-5832
444-7477

Work Unit Mission Statement or Functional Description:

The Fiscal Operations Bureau (FOB) is responsible establishing and maintaining a variety of accounting functions for the department such as payroll and benefits, accounts payables/receivables/collections, and inter-unit journals. We develop and implement accounting policy and procedure, conduct financial monitoring, and ensure the department's internal accounting and financial information systems comply with state and federal regulations, as well as, align with the division's accounting operational goals, objectives, and priorities.

The Payroll Section is responsible for maintaining, recording and reporting the department's payroll processes and other internal accounting systems which account for about \$140 million annually. We disseminate information to employees regarding benefit changes; allocate labor costs to various activities and projects; document and qualify eligible reimbursement costs; and coordinate new policy and procedure implementation with the Human Resources Division. Included in our primary duties are providing bi-weekly payrolls; employee benefits payments; payroll deductions; tax deductions; travel advances; and employee reimbursements.

Describe the Job's Overall Purpose:

This position is responsible for providing accurate and concise information to employees, supervisors and human resources in order to process, track, and implement payroll related information. Is the primary payroll processing coordinator for the payroll section. The position regularly responds to employees with questions such as union affiliation, civil service requirements, W-2 questions, I-9 questions, benefit information, policies and procedures for MDT and the State, FMLA guidance, FLSA rules, as well as a wide variety of other issues that arise during the new hire phase, bi-weekly payroll cycle, employment status changes that relate to pay and departmental and state wide policy and procedural changes. Serves as lead on departmental projects and implementation efforts related to payroll, is the backup payroll entry support and benefits specialist for the Helena office. Presents training and informational sessions related to payroll processes, state benefits, and changes to policies and procedures.

Is the secondary benefit support to department headquarters and districts/area offices.

Reports directly to the Payroll Supervisor, serves as a lead worker for some payroll processing duties and does not supervise others.

SECTION II - Major Duties or Responsibilities

A. PAYROLL/BENEFIT SUPPORT**70%**

Coordinates and oversees the integrity of all payroll data processed within the departments payroll systems, ensures payroll changes, ensures compliance with all calculations, leave balances, monitors expenditure data, ensures compliance with FMLA, resolves unusual or complex payroll errors, prepares all payroll entries and calculates all payments for payroll system. Applies concepts related to departmental, state and federal laws/policies/regulations as they relate to the entire payroll process. This includes FLSA compliance; employee reimbursements comply with internal and external policies/regulations, developing logical conclusions based on the data available to derive a reasonable assumption that timesheet information is accurate and complete. This requires the ability to analyze, evaluate and interpret data with limited information and derive a conclusion

1. Oversee the completion of the department payroll by field and headquarters Payroll/Benefits Technicians and review and approve transactions prior to submission to Central Payroll. This includes evaluating payroll exceptions, ensuring payroll corrections are input accurately and timely, investigating discrepancies between the Oracle payroll system and SABHRS HR. Process unusual salary changes by completing 'change forms' in order to modify the CARES master file. This includes reviewing payroll documents for accuracy of completion, preparing payroll for submission to Central Payroll, and processing payroll information for inactive and newly hired seasonal employees. Preparing documentation and support for off-cycle check submission to SABHRS.
2. Understands and interprets the various union contracts and apply the information contained within those contracts to the review and verification process. The information includes such items as on-call pay, allowances, compensatory/overtime rules as they apply to various union positions. This requires the ability to read and understand union contract language which can be ambiguous in nature and apply that knowledge to the payroll function.

3. Manage the contract allowances to ensure consistency of application as it relates to the various union contracts. This includes tracking supporting documentation; ensure allowances are paid timely and in accordance with union contract terms and conditions, and staying abreast of the contract changes as well as the negotiation progress as many allowances are dependent upon contract finalization. This process is completed through pulling of information from the SABHRS system, comparing the information to the contract language, working with HR if information appears ambiguous and working with field staff to ensure all employees are properly included. Upon completion of data gathering, work with ISD to develop a file to upload into the MDT Payroll System for processing with the normal payroll process.
4. Assist with development, testing and implementation of ETS as a key team member. This will require attending meetings, following-up on meeting tasks, duplication and verification during the testing phase and availability for training and issues during the implementation phase. This requires the ability to multi-task, understand multiple systems and how they inner relate and explain complex issues to a varied audience.
5. Direct and implement various payroll changes such as position changes, prior period adjustments to ensure all changes are completed timely and accurately. This involves review and verification of all necessary documentation received from the payroll technicians, follows-up on misleading or incomplete documentation including approvals, running queries and reports; works with human resources to coordinate timing of actions; and serves as an intermediary between the employee and Human Resource staff to communicate necessary information. This requires knowledge of the inner-relationship between CARES and SABHRS system to ensure those entries are properly reflected. There are instances where entries will only need to be performed in one system based upon the desired outcome.
6. Calculate payroll payments resulting from position changes. Respond to inquiries based on calculations. Payments are based on state and federal policy, supplemental tax rules and can include items such as retro payments, longevity pay increases, termination payouts. Necessary adjustments are referred to the section's accountant for verification. This requires the ability to understand and explain to diverse audiences how the calculation was derived and the supplemental tax ruling and the impact of that ruling to the employee without providing tax advice. This type of situation is generally as a result of a retro payment for an extended period of time or for employees that are retiring.
7. Ensure compliance of payroll documentation and related accounting data such as timesheets, payroll information, benefit information, travel reimbursements and travel advances. This involves incorporating all data received from payroll technicians, verify and follow up on missing/incomplete information, run necessary management reports such as time approval reports, payroll audit reports, and other specialized queries/data extracts to identify and resolve errors such as improper comp time accumulations.
8. Ensures FMLA data is entered and compliant within the payroll systems. This involves oversight of the FMLA entry process. This involves spot checking data contained within the SABHRS system against timesheets to ensure the data is reflected properly based upon the data contained on the timesheet. Makes recommendations on process improvements.
9. Resolve unusual or complex errors and other payroll issues related to items such as individual submissions or system errors, policy questions and detailed follow up with supervisors and employees. This involves providing technical assistance to staff, employees, performing specialized research in order to resolve discrepancies with situations such as longevity calculations, temporary promotions, and missed payments.

10. Correct payroll issues by researching files, correcting documentation and communicating with affected employees. Research and respond to employee questions or administrative/supervisor inquiries on payroll issue by reviewing files and researching circumstances. Issues may span over several years and will require the use of several different media sources to complete the necessary documentation. In some circumstances, information must be compiled into a report with supporting documentation to create and audit trail for reference at a future date.
11. This position is considered to be the expert in the state benefit plan. This position must stay abreast of new developments in any benefits administered by the State of Montana. This position is looked to by others in the agency to provide guidance on issues that may be unclear as they relate to the benefits. This involves attending any training provided by MPERA, D of A Benefits Administration, SABHRS and various insurance organizations in regards to the State of Montana benefit packages. Additionally, this includes attending monthly meetings at D of A and ensuring information at these meetings is disseminated to the payroll offices in the districts. This may require rearranging ones schedule to ensure availability for these meetings. This also includes familiarity with retirement planning as it relates to the prepayment of insurance premiums, VEBA groups, taxable impact of certain payouts, deferred compensation and post retirement benefits.
12. This position is responsible for the tracking and entering of sick leave fund and grants for the entire agency. This includes gathering the information from headquarters and field offices, reviewing timesheets and supporting documentation to ensure request is in compliance with departmental and state policies and procedures and submitting this information to Benefits. Additional recoding is required in both systems to reflect the sick leave fund/donation hours. Follow-up communication with the donor and recipient as to balance, availability and use of hours.
13. Develop and implement a plan to process payroll during unusual pay cycles (i.e. holidays and fiscal year end). The uniqueness of our agencies payroll process creates additional issues during times of unusual processing. This is due to MDT requiring an additional point of entry to track our project costing. Due to this, we are often faced with shorter deadlines than most agencies to allow for our internal processing and meet the processing needs of SABHRS. This position must take into account the time line of the SABHRS needs, the timeline of the districts needs as they relate to MMS and what is required of this position once payroll is uploaded to the internal system. This position must be able to adjust personal schedules to allow for unusual processing situations in order to meet the needs of the agency and State Payroll.
14. Maintain and update the online personnel records system to ensure accurate and timely information is available for payroll/benefit processing. This involves making necessary corrections by reviewing exception reports (i.e. reviewing hires, terminations, transfers) and verifying information by comparing to internal records and SABHRS. When issues arise, this position must be able to work with staff personnel on a professional level to resolve these issues.
15. Complete and process requests for income verification. This process involves computing amounts based upon information obtained from the SABHRS payroll system. This information is not easily accessible and must be derived from multiple sheets of information within the SABHRS system. Upon completion of the calculation, the amounts need to be tested for reasonableness against the employee's current wage to ensure no items were missed or that items that should have been excluded were not captured during the process.

B. TECHNICAL ASSISTANCE AND TRAINING

25%

Provide technical assistance, information, and training to field and headquarters payroll/benefits staff, and provide information and assistance to department employees and other agencies regarding agency payroll and benefit processes and regulations. This includes making recommendations for training for agency payroll/benefits staff; providing technical assistance with accounting problems and payroll/benefit program interpretations; and participating in the development and dissemination of agency payroll/benefit policies.

1. Provide training to headquarters and district personnel on organization wide projects such as ETS (electronic timesheet system). Develops and implements a training plan. This involves coordination, scheduling, adjusting training styles to fit audience needs, and consistent follow through during and after the project to ensure desired outcome is achieved and/or modify the training plan as needed.
2. Coordinate annual benefits change period. This requires working with D of A to ensure information is sorted and printed accordingly, ensuring adequate benefit booklets are received and distributing the packets to field offices and headquarter employees. Additional follow-up is required helping employees make changes through the self service function in SABHRS, providing copies in the event information was misplaced and answering questions about changes in benefits and what those changes mean for the employee. This position must understand and be able to explain to a varied audience the tax consequence of certain benefits (i.e. flex plan, insuring of non-dependents, certain life insurance plans).
3. This position will provide training to all new employee orientation session in addition to meeting with current employees regarding benefits available based on status. This requires the knowledge of certain life changing events that will allow for changes to certain benefits in times other than the annual change period.
4. Respond to questions from employees, supervisors, central payroll and other agencies concerning any aspect of the payroll and benefits workflow including resolving other agencies (State Personnel, PERS, SABHRS) to ensure correct information and proper processing of all benefits by using communication skills and knowledge of state insurance program and procedures. Maintain contact with state agencies to obtain information and resolve problems with specific insurance procedures or claims.

2. OTHER DUTIES AS ASSIGNED

5%

1. As a member of the payroll team, provide support during times of increased workload such as construction season, annual benefit change, year-end benefit changes/terminations related to retirements. Typical duties include coordination of resources, assist with information dissemination, employee inquiries and associated processing.
2. This position will provide backup payroll entry support on an as needed basis.
3. Completes other duties assigned by the supervisor. Types of duties include leave audits and other payroll related tasks that are infrequent in nature.

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1. ***The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

Duties A, B, and C are considered essential functions of the position.

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project and training locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing
- Coordinating
- Synthesizing
- Negotiating
- Instructing
- Travel within the state to project and training locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

2. ***Does this position supervise others?*** ☐ Yes ☒ No
Serves as Lead Worker.

Number directly supervised:

Position Number(s) of those supervised:

3. ***Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

Considerable knowledge of standardized payroll/personnel/benefits rules and regulations and procedures; bookkeeping, accounting principles and practices; state and federal wage and hour laws; benefit administration and customer service principles.

General knowledge, the theories, principles, practices and procedures of governmental accounting, internal auditing and accounting. This includes GAAP, GASB, GAAS, GAAFR and Statewide Cost Allocation. Must have a general understanding of how these bodies of knowledge interrelate in practical work applications in order to explain related issues to the section's accounting expert and/or payroll supervisor for further review.

SKILLS:

Ability to provide detailed and accurate information when producing an audit trail for any changes that are made to a timesheet as a result of an error, performing calculations, verifying data of calculations, payroll changes, etc.

Multitasking and coordination abilities when overseeing payroll processes and timelines.
Maintain confidences in a small, open and professional working environment.

Assess and solve complex payroll processing issues and problems such as inaccurate coding, overuse of time available, project coding errors, necessary documentation, etc. and devise solutions, perform analyses and relate relevant information.

Ability to interpret labor contracts, benefit information and Department policy, rules and regulations and to apply them to procedural assignments of a complex nature; to make mathematical calculations;

Clearly and concisely form and express ideas and concepts; interpret technical information and findings to varied audiences, presents information. Practices active listening skills. Communicates with a wide variety of people in a broad variety of settings, builds consensus within groups while enforcing standards, establishes and maintains effective working relationships with all departmental personnel, other state personnel and the public.

Use of a personal computer with accounting related software such as state and federal government software systems and their related processes.

Behaviors required to perform these duties:

CUSTOMER ORIENTATION

Creates an atmosphere in which timely and high quality information flows smoothly between self and customer. Encourage open, honest and constructive expression of ideas and opinions. Demonstrate active listening skills. Uses appropriate body language. Seek to understand others' viewpoint. Analyzes the customer needs and adjusts to the perspective of the customer, when appropriate. Contacts and consults with the customer routinely; shows follow-through; interacts openly and honestly with appropriate feedback; actively listens and evaluates in a non-judgmental manner.

DECISION MAKING

Independently takes action and responsibility for solving problems. Makes decisions designed to achieve desired outcomes. Challenges the status quo by taking calculated actions in complex, ambiguous, contentious or hazardous situations to force an issue or set a direction. Obtains all relevant information from internal and external sources before making a decision and understands the work processes impacted by the decision; assesses the risks and benefits to the organization and moves forward; considers alternatives prior to making a decision; makes sound and timely decisions in the face of uncertainty.

PERSONAL ACCOUNTABILITY AND OWNERSHIP

Takes pride in the job. Actively engages in professional self-development opportunities. Accept individual responsibility for all actions taken. Accepts responsibility and understands consequences for failures and mistakes as well as accomplishments and successes.

LEADERSHIP

Shares information, feedback and knowledge (two-way communication) with key persons inside and outside of the organization to ensure successful project outcomes and/or improvement. Include training, teaching and coaching others. Monitors the quality of the work of the group and ensures progress and timeliness.

ETHICS

Models high standards of honesty, integrity, trust, and openness. Know understand, and follows through with the correct standards of conduct and moral judgment required; is willing to act outside the norm when needed to adhere to ethical principles. Communicates and demonstrates actions in a consistent manner. Respect others, regardless of individual capabilities, agendas, opinions or needs. Displays integrity by holding oneself personally accountable; acts in accordance with standards for ethical judgment consistent with the organization's stated values; accepts responsibility; demonstrates respect for all team members regardless of individual capabilities, agendas, opinions or needs; gains the confidence of employees and customer by respecting the confidentiality and privacy of their concerns and needs.

FLEXIBILITY AND ADAPTABILITY

Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Respond positively to changes in direction and priorities, responsibilities or assignments. Adjust to multiple demands, priorities, ambiguity and change positively. Work effectively within a variety of situations, individuals or groups. Understands and appreciates different and opposing perspectives; works effectively within a variety of situations, individuals or groups; receptive to new information and recognizes the validity of various viewpoints.

TEAMWORK

Works cooperatively with others as part of a team as opposed to separately or competitively. Supports team decisions and outcomes through actions and communications; shares roles with others on the team; gives credit and recognition to others; works collaboratively with other teams, work units and peers.

CREATIVITY AND PROBLEM SOLVING

Generates ideas, fresh perspectives and original approaches; open-minded. Use creativity and originality when problem-solving. Goes beyond traditional ways to address issues and problem. Resolves problems using a fresh, original or nonstandard approach; generates ideas; willing to consider new ways of thinking and behaving.

WORKPLACE SAFETY

Accepts that safety is everyone's responsibility and must be incorporated into every business process. Plan each work activity with the intent of identifying potential hazards and developing control methods for those hazards. Strive for continual improvement in safety performance, and to place the safety and health of employees and customers as the organization's highest core value. Understands and appreciates the need for maintaining a safe work place or work procedures. Demonstrates a willingness to use safe work processes and does not create unsafe work conditions use unsafe work practices.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Requires Bachelor's Degree in Accounting, Human Resources, Business Administration or a related field. Course work must include Principles of Accounting I, II.

Please specify the acceptable fields of study:

Acceptable:

Accounting, Office Administration, Business, Human Resources or closely related field.

Other education, training, certification, or licensing required (specify):

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|--|--|
| <input checked="" type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Alternative qualifications include:

The Department may consider the following alternatives: Associates Degree in Accounting or related field and two years related experience may be considered OR coursework that includes Accounting I and II plus three years of related experience.

SECTION IV – Other Important Job Information

- | | |
|--|---|
| <input type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |

Other information including working conditions such as shifts, lifting requirements, travel or hours.

The position deals with confidential information when performing predominate duties and must have the ability to maintain confidences in a small, open and professional working environment. Position may

travel in-state occasionally and infrequently to deliver training to groups or individuals, or to attend training related to position.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: Gail Pocha _____ Title: Payroll/Benefits Specialist _____

Signature: _____ Date: 11/9/09 _____

Employee:

Name: Laurie Edwards _____ Title: Payroll/Benefits Specialist _____

Signature: _____ Date: 11/9/09 _____

Immediate Supervisor:

Name: Lisa Hurley _____ Title: Payroll Supervisor _____

Signature: _____ Date: 11/8/09 _____

Bureau Chief:

Name: Linda Hicks _____ Title: Bureau Chief, Fiscal Operations _____

Signature: _____ Date: _____

Division/District Administrator:

Name: Larry Flynn _____ Title: Administration Division, Administrator _____

Signature: _____ Date: 11/8/09 _____

Department Designee:

Jennifer Jensen _____ Title: Chief Human Resources Officer

Signature: _____ Date: _____